

# ServiceNow Training Course

## **1. Introduction to Service Now**

- What is Service Now
- Why and who can use Service Now
- Concept of cloud computing in Service Now
- Introduction to ITIL foundation
- Navigation and users
- Helpful portals, Service-Now Releases & platform.
- Users (Admin, ITIL & ESS).

## **2. Incident Management**

- Overview
- Incident management process
- Continual service improvement to incident management

## **3. Change Management**

- Overview
- Change management process (Raising, planning and Authorize)
- Change management workflow and change task
- Continual service improvement to change management

## **4. Problem Management**

- Overview
- Problem management process (identify, Investigate, Resolve)
- Problem management workflow and problem task types
- Continual Service improvement to problem management
- Context menu

## **5. Asset and Configuration management**

- Introduction to CI and Asset
- Class and category CI
- Model and type of assets
- CMDB Plug-in and CI Relationships

## **6. Knowledge Management**

- Overview
- Knowledge Management Roles
- Application and Modules
- Using Knowledge
- Creating Knowledge
- Translating Knowledge
- Tracking and Reporting on Knowledge

## **7. SLA & SDLC**

- Introduction to SLA,OLA and UPC.
- SLA Workflow.
- Service Level Agreement.

- SDLC In Service now.
- SLA Definitions.
- SLA Properties.
- Attach SLA to tasks.
- Create schedule and child schedule.
- OLA & Underpinning contract SLA's.
- Association of Time zone & Schedule with SLA's□

## **8. Customize Homepage**

- Creating Gauges.
- Define CSS properties, UI Properties.
- Change visibility of Homepage and banner.
- Adding Gauges on Homepages (Admin, ITIL & Self).
- Adding Report on Homepages.
- List Layout Changes of Homepages.

## **9. Tables, Form, Dictionary**

- Creating Application, module
- Creating table
- Personalizing form and table layout
- Creating Section,
- View
- Dictionary entries
- Dictionary overrides
- Reference qualifiers
- Related lists

## **10. Update set's Creation**

- Creating an update set
- Merge update set
- Retrieve
- Update set in another instance.
- Preview & Committing of update set.
- Importing & Exporting XML of Update set.

## **11. Scripting:**

- Client Script
- Business Rule.
- AJAX Script.
- Script Include.
- UI Action & UI Policy.

## **12. Creating workflow**

- Workflow editor and workflow scripts
- Workflow Activities and workflow context
- Workflow stages, Transitions.

## **13. Service catalog management**

- Use of service catalog, back end execution
- Creating catalog item, record producer, order guide
- Create RITM and catalog task
- Attaching workflow to catalog items.

- Approval Configuration & SLA's associations.
- Series & parallel catalog task creations.

#### **14. Importing data in Service Now**

- Data sources
- XML import
- Transform maps,
- Scheduled data import
- Import sets
- Transform scripts
- Data load automation

#### **15. User Administration**

- Creating groups
- Users and Departments
- Concept of delegation
- Customizing user profile
- Roles & group membership
- Fetch detail of logged in user.
- Templates.
- Licensing management.
- Admin, ITIL & ESS user's concept.
- Foundation data's (Locations, Groups, Category, Subcategory etc...)

#### **16. Email Notification**

- Defining a Template.
- Define notification.
- Email logs.
- Introduction to SMTP and POP mail servers.
- Trigger email on event.
- Email properties.

#### **17. Scheduled Jobs**

- Introduction to scheduled jobs.
- Scheduled Job log.
- Scheduled reports.

#### **18. Access Control List**

- Create Read, Write and Create ACL on table and field level
- Debug ACLS.
- Write ACL Scripts.
- Concept of privileged system admin(Security Admin).

#### **19. Content Management (CMS)**

- Creating site, page.
- Dynamic content block.
- Define Header, theme, style sheet.
- Creating UI page, UI macros.

#### **20. Introduction to Web service**

- Introduction to web services.
- SOAP Messages.

- Inbound Configuration.
- Outbound Configurations.
- WSDL
- MID server
- Inbound & Outbound Response.
- Exception of Error handling.
- SOAP Envelop design.

### **21. Debugging**

- Personalize users.
- Debugging Business Rule.
- Debugging ACL.
- Background scripts.

### **22. Integrations Details:**

- 1) Web service (SOAP Messages).
  - Inbound & Outbound Configurations.
  - SOAP Envelop Design.
  - Exception & Error handling.
  - WS Import design.
- 2) SSO & LDAP Integration
- 3) SCCM Integration